

eBook Circulation Louisville Free Public Library

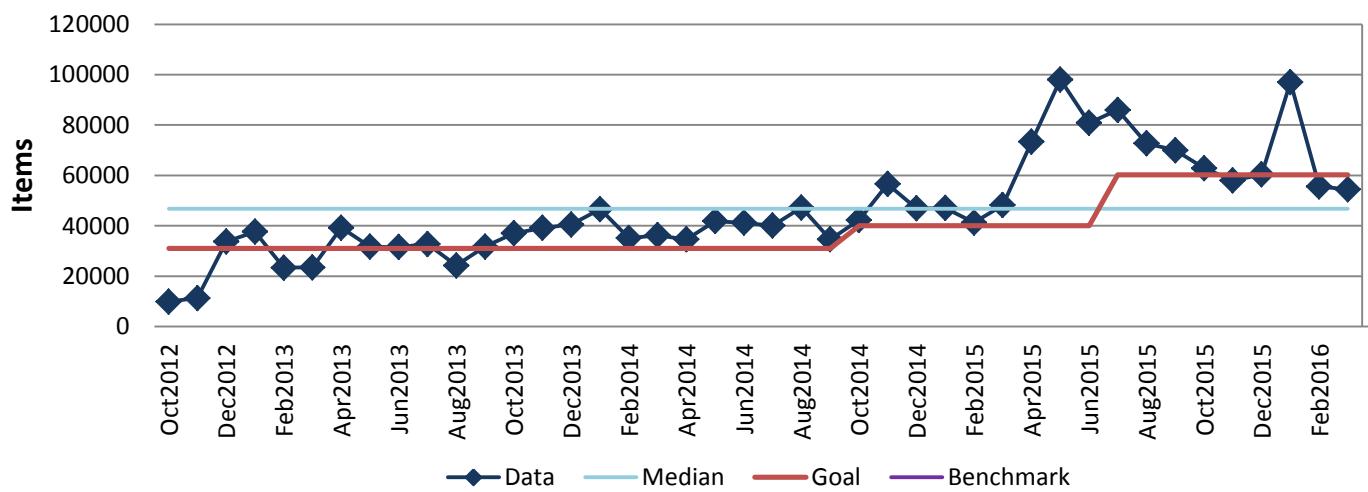


KPI Owner: Debbe Oberhausen

Process: Downloadable materials checkout

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary	
Baseline: CY 2012 median = 9980	Goal: By July 31, 2016 increase by 10% over annual circulation for last FY (from 657,298 for FY 2014-15 to 723,028 for FY 2015-16).	Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Monthly sum of downloadable materials checked out by patrons, data collected from vendor reports Why Measure: To continually increase eBook circulation Next Improvement Step: Monitor progress toward new goal.	
Benchmark: N/A				
How Are We Doing?				
Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual
662,466	869,205		60,253	54,390
Items	Items		Items	Items

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Root cause analysis is not necessary because there is no gap between the goal and current performance.